

**CALL PLAN USA**

Call Plan USA Holdings  
515 E Carefree Highway #835  
Phoenix, AZ 85085

1/28/2014

Received &amp; Inspected

FEB 14 2014

FCC Mail Room

Federal Communications Commission  
Commission's Secretary, Office of the Secretary  
Marlene H. Dortch  
445 12th Street, SW - Suite TW-A325  
Washington DC 20554

Annual 64.2009(e) CPNI Certification for [2013/2014]  
In Reference To EB Docket No. 06-36

Date filed: [March 1, 2013]

Name of company covered by this certification: [Call Plan USA Holdings – "Call Plan"]

Form 499 Filer ID: [815715]

Name of signatory: [Nathan D. Wilson]

Title of signatory: [President]

I, [Nathan D. Wilson], certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company [is] in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules [see attached accompanying statement – Exhibit A].

The company [has not] taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. To the best of my knowledge, Call Plan has not been approached by any pretexters and is not aware of any processes pretexters are using to access CPNI.

The company [has not] received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed Nathan D. Wilson /s/ :  
President, Call Plan USA Holdings

CC: (2) courtesy copies must be delivered to Federal Communications Commission, Enforcement Bureau, Telecommunications Consumers Division, 445 12th Street, SW, Washington, DC 20554, and one

(1) copy must be sent to Best Copy and Printing, Inc., 445 12th Street, Suite CY-B402, Washington, DC 20554, telephone 202-488-5300, facsimile 202-488-5563, or via e-mail FCC@BCPIWEB.COM.

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Exhibit A – Accompany Statement To CPNI Submission

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In addition to the enclosed certification and above comments, Call Plan USA Holdings provides the following statement(s). To this end, please accept Call Plan's filing.

- Call Plan USA operates exclusively in the business-to-business market. Call Plan does not sell directly to end user consumers but only to business enterprises.
- Since its inception, Call Plan USA has provided user name/password protection to for any on-line account access. Call Plan has endeavored to protect its web site and IT infrastructure from 'hack attacks.' Prior to provisioning a new account, Call Plan gains contact information for technical, billing and other account related matters.
- Call Plan believes it has taken reasonable steps to ensure CPNI of its business customers but has taken steps to render its invoices to customers to collect payment.
- Call Plan provides dedicated account services. Call Plan customers do not call into a call center where the answer may come from a random call center agent. When customers need help, they call a dedicated customer operations manager who has had contact with them since the inception of the account.
- In addition to the above steps, Call Plan has taken steps to notify all of its customers, and 3<sup>rd</sup> party agents, and to solicit any feedback regarding CPNI processes.
- To my knowledge, Call Plan has never received a customer complaint regarding its treatment of CPNI. I am not aware of any "data brokers" contacting or attempting to contact Call Plan.